

Safeguard & Protect

Dudley Safeguarding Adults Board

Annual Report 2012



Introduction

This is the 2012 Annual Report for Dudley Safeguarding Adult Board.

The Board provides the governance framework for shaping and agreeing how relevant organisations work together to protect vulnerable adults within Dudley borough.

Dudley Safeguarding Adults Board oversees the effectiveness of the arrangements made by individual agencies and the wider partnership to safeguard adults.

The remit of the board is not operational but one of co-ordination, planning and commissioning. It also contributes to the wider goals of improving the well being of adults.

The Board had 6 strategic priorities for 2012.

- To ensure that the structure and the remit of the Board addresses the needs of adults at risk within the borough.
- To ensure that partner agencies recognise their responsibility for safeguarding and have staff trained and equipped to respond to safeguard incidents.
- To ensure the safeguard and protect procedures are up-dated and address local and national initiatives.
- To raise public awareness of the potential risks to vulnerable adults' safety and what to do if they are concerned about an adult being abused.
- To develop and implement strategies which prevent abuse to vulnerable adults
- To monitor the effectiveness of safeguarding interventions and to ensure this delivers better outcomes for victims and their carers.

Dudley has made progress against all priorities outlined in 2012 and has identified priorities for 2013.

The National Picture

Safeguarding Adults continues to operate within the Government Guidance "No Secrets" published in March 2000 and the Association of Directors Social Services (now ADASS) national framework of 11 standards for good practice, which was published in 2005.

2011 – 2012 has seen a number of reports and investigations into the care and treatment of society's most vulnerable adults. The BBC broadcast their investigation on the BBC Panorama Programme into the abuse of adults with

learning disabilities who were patients in Winterbourne View, an independent hospital run by Castlebeck. Throughout 2011 – 2012 staff involved in the abuse were arrested and charged and the Care Quality Commission has reviewed and significantly changed its inspection regime and process for future years. This led to the Serious Case Review published in July 2012 by South Gloucestershire Safeguarding Adults Board and the Department of Health Winterbourne View Concordat: - Programme of Action published in December 2012. These reports have instigated a Programme of Action for Safeguarding Adults Boards and other partnerships nationally add to this.

In February 2012 the NHS Commission was established following the publication in February 2011 of the Care and Compassion report which was produced by the Parliamentary and Health Service Ombudsman, which exposed failures in the care of older people. The draft report set out ten key recommendations for hospitals and ten key recommendations for care homes to help them tackle the underlying causes of undignified care.

In March 2012 “Which” produced a report into Domiciliary Care and exposed examples of poor home care of vulnerable people. The report indicated concern that people living at home with increasingly complex care needs have their safety compromised by poorly managed care. However the report also indicated some excellent care, showing how it can be delivered effectively to vulnerable people.

In July the Department of Health consulted with Safeguard Boards on whether there should be a new power to support the duty to make enquiries. Dudley Safeguard Adult Board members and operational staff were consulted about this and a response was sent to the Department of Health together with a response to the Draft Care and Support bill published in July 2012 which set out the framework for Safeguarding Adult Boards and identified the local authority responsibilities and those of local partners.

The Bill is to be welcomed in that it puts the Adult Safeguarding Board on a statutory footing like the Children’s Board. It also states that Adult Safeguard Boards must make (or cause to be made) whatever enquiries it thinks necessary where it considers there may be a safeguard concern. This will give power and authority to the decisions made in a strategy meeting and reflects the duty to co-operate and attend those meetings. It might determine too that partner agencies are sometimes best to lead in an investigation if their knowledge of the situation, victim or alleged perpetrator equips them to do so.

The Queens Speech included mentions of the Health & Social Care Bill in May 2013 highlighting the statutory framework for Adult Safeguarding and the statutory requirements to commission/support prevention as a result of the issues arising in 2012. This indicates a shift in direction and approach for Adult Safeguard Boards for 2013.

National reports and enquiries have influenced and will continue to influence how Dudley Safeguarding Adults Board aims to protect vulnerable adults in Dudley from harm and abuse.

Some of the key achievements against the 2012 priorities:

Priority 1 - The Structure and Remit of the Board

- The Board reviewed its governance and reporting arrangements to reflect the changes within partner agency and local authority structures as shown in Appendix 1 at the end of this document.
- In 2012 at each of the Boards six meetings, sections of the Business Plan were updated to reflect the action taken by Board members.
- An Away-Day was held in September 2012 which agreed that partner agencies would routinely report their progress to the Board. Case Studies would be presented at meetings to inform board members and assist partner agencies in understanding the complexity of safeguarding concerns.
- A decision to appoint a Joint Independent Chair to the Safeguarding Board for both Children & Adult Services was progressed in 2012 with an appointment planned for 2013.
- Attendance at the three sub-groups of the Board – Support and Learning, Policy & Implementation and Quality & Performance was varied and the workload of the sub-groups has reflected this deficit in 2012.
- The Support and Learning Sub-Group developed a Competency Framework for Training in Adult Safeguarding for 2013 alongside a revised training programme which reflected the need to look at the prevention of safeguard concerns.
- The Quality and Performance Sub-Group considered the outcome of the Citizen Survey conducted in October 2012 and the survey of the Safeguarding Experience of Vulnerable Adults in 2012 and reflected on the work required by Safeguard Boards in regard to the Winterbourne review which was consolidated in January 2013 at the Board meeting. Details of this work are indicated within this report.
- The Policy & Implementation Group considered the consultation documentations from the Department of Health re the Draft Care & Support Bill and Powers of Entry. It also agreed the workshop arrangements for information on the West-Midlands Safeguard and Protect Procedures which were launched in July 2012 and will be operational in Dudley in 2013.
- The Safer Recruitment sub-group considered the information on the Protection of Freedoms Bill and the establishment of the Disclosure and Barring Service (combination of the independent Safeguarding

- Authority and the Criminal Records Bureau). Presentations were made to the Board members in September and December concerning this development.

Priority 2 - Work of Council Directorates and Partner Agencies

Multi-agency Public protection arrangements (MAPPA)

The purpose of the multi-agency public protection arrangements (MAPPA) is to reduce the risks posed by sexual and violent offenders in order to protect the public from serious harm. The responsible authorities in respect of MAPPA are the Police, Prison & Probation Services. Within Dudley partners from Children, Adult Social Care, Probation and Police meet on a regular basis to monitor the arrangements for offenders within the community.

Multi Agency risk assessment conferences (MARAC)

Within Dudley partners meet fortnightly to manage high risk cases of domestic abuse; stalking and honour based violence to ensure there is a multi agency response to issues and that information is shared in a timely and appropriate manner.

Within Dudley both MAPPA and MARAC are managed by West Midlands Police.

Dudley CCG

Dudley CCG focused on achieving high quality care for Dudley residents by continuing to use the Positive Assurance Framework which was presented to the Board in January 2012. This framework requires care homes to self assess against an agreed set of key performance indicators and submit the data to the CCG and the local authority.

It is anticipated that this framework is better able to support a home with quality issues if they are aware of problems early. This tool highlighted concerns around the number of falls in one residential home and led to support around falls management and care plan recording in that home during 2012.

The PCT/CCG recognised it is important to have an Adult Safeguard lead who has been instrumental in providing advice and support on healthcare matters in many safeguard concerns in 2012 and has contributed to training for Residential, Nursing and Domiciliary care staff and has undertaken health related investigations and positive assurance visits to residential homes.

The PCT/CCG has a Safeguard Forum which report directly to the Quality & Safety Committee within the PCT/CCG.

Housing Services

Housing divisions with Dudley Adults & Community Housing Services have historically concentrated on staff safeguard awareness training. This has led to a positive contribution in a number of complex safeguarding cases and examples of case studies have been presented to the board to demonstrate that more positive outcomes can be achieved for vulnerable people by working together to combine resources and expertise.

Housing Services have also worked with Churches Housing Association of Dudley and District (CHADD) and West Mercia Housing Group to provide a domestic refuge for women, men and children who are seeking to break free from domestic abuse.

West Midlands Police

In December 2011 the two operational safeguard managers and the Head of Adult Safeguarding met with the Police to confirm pathways and to improve working relationships.

The Police within the Public Protection Unit were committed to attend strategy and case conference meetings when appropriate throughout 2012. A further meeting in February 2012 consolidated improvements and further liaison throughout the year ensured that partner agencies were aware of up to date contact information. A new secure email and direct telephone line was established to ensure recording of information being shared.

The Police PPU also supported the Safeguard agenda and presented a series of training sessions within a Home where poor recording had led to the failure of a prosecution in the autumn of 2011.

In November 2012 the Access Team and the Detective Sergeant from the safeguarding team met together with safeguarding leads to discuss the information regarding safeguard referrals and to update the proposed changes within the West Midlands Police.

The Detective Chief Inspector regularly attended the Safeguard Board in 2012 and supported the agenda by a presentation to the board in September 2012 regarding the Police and Crime Commissioner.

November 2012 saw significant developments with the planning and organisation of the West Midlands Vulnerable Adults hub based at West Bromwich Police station covering Walsall, Wolverhampton, Dudley and Sandwell and planned for 2013.

Dudley Probation Service

During 2012 the probation service established an effective mental health service for Dudley offenders. Probation staff have worked with Dudley and Walsall Mental Health Trust to establish referral pathways and protocols for current cases and court mandated orders.

Throughout 2012 the service was subject to an internal and external audit of outcomes on how the service prevented harm to communities. The report from these audits demonstrated the probation service's effective approach to managing offenders at risk towards vulnerable adults.

The Probation service in 2012 were safeguarding partners at MARAC, the Children's Board and the Domestic Abuse Forum alongside other agencies within the borough.

Age UK Dudley

Age UK has adapted their recruitment process following the developments of the Disclosure and Barring Service and tailored checks to reflect regulated activity.

The referral pathway to Adult Safeguarding from Age UK has ensued that cases have been dealt with appropriately and Age UK have sought advice and support from safeguard leads within Dudley Adult & Community Housing Services to support vulnerable adults.

The number of volunteers and staff who need to attend the Safeguard Awareness Training remains an issue for Age UK and bespoke courses have been offered to support the organisation.

Dudley Group NHS FT

Within the NHSFT 72.5% of staff have now received Adult Safeguarding Training. Where there have been difficulties with compliance because of the nature of the work, then bespoke training sessions were planned for specific staff groups.

Training for the Private Finance initiative partners has been introduced and is expected to be completed by June 2013. To date 50% of all porters and 60% of all security staff have been trained. This is in direct response to Serious Case Review requirements.

In October 2012 Strategic Health completed a Learning Disabilities Review within the Trust. The reviewers supported the trust's work with the Clinical Commissioning Group to secure funding for a Learning Disabilities Liaison Role. An action plan to address the key findings identified in the Winterbourne report has been developed and includes:

- Improving staff attendance at Mental Capacity Training
- Raising awareness of best interests meetings and the role of the Independent Mental Capacity Advocate.

The Trust has reviewed its restraint policy. Its CRB policy has also been updated to reflect changes in the Disclosure and Barring service and the Trust has also worked with partners to implement the multi-agency policy & procedures and the changes to the Deprivation of Liberty process.

Community Safety Team and Safe and Sound Partnership

The Team and Partnership have continued to contribute to the Safeguard Agenda in 2013.

The Team organised the Substance Misuse Safeguard Forum and the Domestic Abuse Strategy group throughout 2012 and progressed these agendas. A meeting between DACHS, Access team and the substance misuse providers progressed learning about the safeguard process and referral pathways.

The Community Team facilitated a Hate Crime Stakeholder event in March 2012 and worked with partners to develop and implement the third party reporting system.

In 2013 there was collaboration over several safeguard cases while vulnerability assessments in respect of victims of ASB cases and hate incidents were carried out by the Community Safety Team and the appropriate support service offered.

The routine work of contract monitoring and information sharing continued to ensure safe recruitment processes and support to vulnerable adults.

Black Country Partnership NHS Foundation Trust (BCPFT)

Dudley Learning Disability Specialist Health Services have been part of BCPFT for over two years. In 2012 there was a focus on safeguarding values and meaningful activities for service users.

A training programme has included all members of the Inpatient service. Allied health professionals have updated their safeguarding training through a range of approaches including e- learning and face to face sessions.

In 2012 the service continued its work in relation to Essence of Care Standards ensuring Dignity in Care and the 6 C's linked (but not exclusive) to nursing practice (compassion; courage; commitment; competency; care and communication remains a consistent theme of service delivery). The organisation has taken on board the findings of the Winterbourne and Francis report and service improvements have been developed and implemented following CQC, and Advocacy audits.

The service continues to strengthen its service user feedback approaches to ensure services are outcome focused.

Centre for Equality and Diversity

In 2013 the Centre for Equality and Diversity improved its selection and recruitment procedures to ensure the appointment of suitable people to work

with vulnerable adults. Key policies in relation to safeguarding were updated within the organisation with a commitment to safeguard training amongst its staff groups. The Board of Directors have agreed to highlight key achievements within the organisation through a report to Board members in 2013 by the Chief Officer who attends the Board meetings.

Dudley and Walsall Mental Health Partnership Trust NHS Trust (DWMHPT)

DWMHT have a Safeguarding Strategic Group which meets bi-monthly to monitor policies and procedures and provide assurance to its Governance and Quality Committee.

The Trust contributes to both Dudley and Walsall MBC Adults Safeguarding audits and adopts the recommendations from these audits into clinical record keeping. In August 2012, CQC and OFSTED undertook a thematic inspection for parental mental health and substance misuse. The trust are active participants in a delivery plan recognising the outcomes of that inspection. This includes the level of safeguarding training offered to mental health service providers; the developments of protocol and care pathways between children and adult services in respect of parental mental health and safeguarding children. Links between children and mental health services are being promoted by a conference planned for 2013.

DWMHPT has continued to commission training relating to adult and child care safeguards and specialist training regarding mental capacity, and investigation skills are delivered to front line staff and their managers.

Children's Services

Dudley Safeguarding Children's Board has again worked collaborately with the Adult Safeguard Board in 2012.

An emphasis on raising awareness of children safeguarding within Adult Social Care was one of the priorities of 2012 with information shared with staff on children's safeguard training, safeguard pathways and transition arrangements.

The Head of Services for Children Safeguarding updated the Adult Board on changes to the Vetting and Barring scheme in September 2012 and the Children's Safeguard Newsletter was shared with all Adult Board members throughout the year, providing valuable information upon service developments.

During 2012 Dudley was inspected by Ofsted and Care Quality Commission regarding joint work between adult and children's services when parents or carers have mental ill health and/or drug and alcohol problems.

The inspection identified the issues to be improved in 2013 in an Action Plan, These included:

- Implementation of Think Family Approach
- Evidence to be gathered of effective working between Children's services and substance misuse services leading to good outcomes.
- Providers of mental health services to be involved in early intervention

- Improvement in safeguard training for Mental Health service providers
- Work on pathways and protocols between both Children and Adult services in respect of parental mental health and safeguarding children. 2012 also saw joint agreement on the recruitment of an independent Chair for both Adult & Children Safeguard Boards planned for 2013.

Joint training on violent extremism and on changes to DBS were also planned for the 2013 training programme for both boards.

West Midlands Care Association

This organisation supports the Care Homes and the Domiciliary Providers in Dudley. As part of the Safeguarding Board, the Association ensures that providers are aware of any changes, reports and prevention initiatives considered important by the Board. The Association ensures that the Board understands the practicalities of the industry, which ensures that support can be put in place to minimise the risk of safeguarding incidents occurring.

The Association works with the training sub group to put in place regular and targeted safeguarding training. This is based on the assessed risks and issues identified as needing to be targeted. Training courses have covered Mental Capacity, Deprivation of Liberty Safeguards, Care Planning, Disclosure and Barring Services referrals, understanding the Safeguarding Procedures, Winterbourne, and Bogus Callers with trading standards. There has also been an emphasis on the Care Managers and Owners having a chance to discuss the training and work through case studies, so they fully understand the issues and can pass them on to their staff.

Priority 3 - Safeguard and Protect Procedures

In July 2012 the Pan West Midlands procedure was launched with authorities adopting the procedures throughout 2012/2013. Dudley launched the procedures in April 2013.

Following this launch a series of workshops with Adult Social Care staff, with Partner Agencies at board meetings and with West Midlands Care Association were held in the autumn to raise awareness of the up-to-date information obtained within these procedures.

A report to the Board and to the management team in Adult Social Care raised awareness of the mechanisms for assurance that were in place to ensure the present procedures were followed. This highlighted the quarterly meetings with CQC and Commissioning and the update information from complaints and MIT regarding repeat referrals in response to the Winterbourne recommendations.

Case studies of safeguard situations were introduced as a standing item on the board and partner agencies felt this promoted better understanding of the safeguard procedures that partner agencies dealt with.

The adherence to the Safeguard and Protect procedures was audited in August 2012 by the Head of Service and Managers within Adult Social Care and this led to reinforcement with staff groups throughout the autumn regarding the use of the Risk Assessment tool and Mental Capacity assessments.

The Children’s Board section 11 Audit also drew attention to the need for Adult Social Care staff to become more familiar with the Children’s Safeguard procedure and this was facilitated by Children’s Service Managers attending Senior Management Team and Team Managers meetings within DACHS in 2012.

An appointment of an Assistant Safeguarding Team Manager in 2012 within Adult Social Care reflected the need to collate safeguard referral processes with the safeguard managers to track more efficiently the safeguard referral process and outcomes.

The Safeguard & Protect procedures continued to lead to complex strategy meetings throughout 2012 in residential and nursing homes where there was a failure to adhere to safeguard practices strategically. Improvement Plans were developed in conjunction with CQC - Dudley & Walsall Mental Health Trust - CCG and the Police to improve their recording, their training, policies and practices and staff recruitment processes. One home closed in 2012 following the failure to maintain adequately the proposed improvement plan.

Priority 4 - Promotion of the Safeguard Agenda

In 2012 two Practice Learning Events were delivered to Partners in Dudley to offer the opportunity for operational professionals involved in Safeguarding Adults to discuss issues in relation to a specific local incident; to reflect on that practice; relate it to their own; to share best practice and to suggest improvements to organisational practice. The multi- agency remit meant that operational staff learnt about the roles of colleagues and discussed potential conflicts and potential resources within safeguard situations.

The Learning and Development team have continued to promote the safeguard agenda and have delivered the following courses in 2012.

Course title	Number of courses in 2012	Total number of delegates in 2012	LA delegates	Health delegates	Other delegates	Total number of delegates since 2006
Full day abuse awareness	37	520	41	16	463	7021
Abuse awareness	17	85	28	0	57	862

briefings						
Practice Issues	9	118	23	25	70	1083
Who's After Your Money	11	129	95	1	33	441
Practice Learning events	2	67	37	18	12	67
TOTALS	76	919	224	60	635	9474

The recipients of bespoke abuse awareness training included: Micro Providers, Dudley College staff, Dudley Council Plus Advisors and volunteers from a Faith Organisation.

In 2012 two update meetings were held with Team Managers to share information about developments within safeguarding and discuss operational aspects of that work.

The use of webinars was also developed in 2012 and training to promote awareness of Deprivation of Liberty issues was delivered using this media.

World Mental Health Day was supported on 13.10.12 and awareness of safeguarding was raised at a local event planned within the borough.

In 2012 West Midlands Care Association hosted two safeguard events, one for domiciliary care providers and the second for managers of residential services. Promotion of the West Midlands procedures; Rogue Trader issues; Pressure Sore Care and good planning were delivered at these events. The success of these events has led to a structured programme of events planned for 2013.

In March 2012 a Hate Crime Stakeholder Event was held with Police, Community Safety, Victim Support and DACHS. This was attended by over 90 participants, this event included a strategic/ operational analysis of hate crime across the borough; perspectives from a variety of partners and the development of third party reporting to encourage members of the public to report hate crime more effectively throughout the borough.

In October 2012 nineteen safeguard partners promoted the safeguard agenda by asking people who used their services to complete a questionnaire to learn whether citizens were able to identify and act upon safeguard concerns and to enhance communications with citizens on issues concerning safeguarding. The survey confirmed awareness of abuse and where to report it but indicated the need to raise awareness of the need to report situations where people have concerns which may indicate safeguard issues and how to recognise signs of abuse. Most citizens were not aware of the role of the Safeguarding Board and this deficit was incorporated in the development of the Communication Strategy for 2013. Just under half of the questionnaires completed indicated that people had seen the information about keeping

vulnerable adults safe. This was incorporated into the plans for the Communication Strategy in 2013, and other tools to advertise the key messages have been agreed.

The West Midlands Safeguard Forum developed a Threshold Framework for Safeguarding to assist operational staff and those providing services to develop an awareness of the thresholds for Safeguarding referrals. This aims to promote good practice and was shared with operational managers in 2012 and was revised to be shared with partners in 2013 when it will become fully operational.

At a Safeguard Board Away Day in September 2012 it was agreed that the safeguard agenda should be promoted by information presented to the Board concerning Serious Case Reviews and a yearly plan for 2013 where Partner Agencies demonstrated their key achievements in Safeguarding and Initiatives they had used to promote Safeguarding.

These have all become custom in 2013 and promoted the partnership arrangements in the Safeguarding agenda and its implementation.

Priority 5 - Development of the Preventative Strategy

The Safeguard and Awareness Training alerts staff to the signs of abuse but continues to encourage staff to consider practices which can become abusive.

The Pressure Sore Protocol and the Positive Assurance Framework were embedded in practice in 2012 within Partner agencies to enable staff to work to prevent safeguard concerns developing within their setting.

Care Quality Commission, the Clinical Commissioning group, Adult Community and Housing Services, Safeguarding and Commissioning managers continued to meet every two months to ensure that issues regarding care providers were shared to confirm similar concerns and highlight areas where collaboration may be required.

Following incidents at Winterbourne View and SCR a system of identifying repeat referrals in domiciliary and care settings was developed with statistical information obtained each month. This information was shared with Safeguard managers, the Quality and Performance sub-group at the Board and will be part of the Information Sharing Protocol with partners in 2013. This will highlight providers of care who not only have had repeat referrals, which are substantiated but may highlight providers where other support is required, when there appears to be emerging issues, such as inadequate training, care plan recording or medication management.

Within the wider safeguard agenda the Adult Safeguard Boards agreed to take the lead in arranging multi- agency training regarding Prevent for 2013. Prevent is part of the Governments Counter- Terrorism Strategy, which was created to protect the UK from terrorism. Prevent focuses on working with individuals and communities who may be vulnerable to the threat of violent

extremism and terrorism. The Workshop gives an overview of the work of Prevent and how to recognise the initial signs of individuals who are vulnerable to radicalisation as well as those who radicalise.

The Board members were also given two presentations in September and December regarding the creation of the Disclosure and Barring Services and the implementation of the provisions within the Protection of Freedoms Act 2012 to ensure staff within partner agencies were aware of staff recruitment practices. West Midlands Care Association ensured that staff working within commissioned services were updated about this information too as partners in this preventative safeguard agenda.

Winterbourne View raised many and significant issues for Adult Safeguard Boards regarding the care of vulnerable adults. The safeguard Board addressed these issues by developing an Action Plan of requirements for Board members, which is included in the 2013 Business Plan and will dominate much of the work of the board throughout the year.

The prevention of Safeguard issues is the focus of 2013 programme of training arranged for the Safeguard Board. It is recognised that parties need to understand and apply the principles of Legislation; the Mental Capacity Act and Deprivation of Liberty Safeguards in particular and training throughout 2013 will focus on this agenda amongst partner agencies. The training programme for 2013 is attached at the end of this document to reflect that commitment to the Prevention Strategy. *Appendix 3*

Deprivation of Liberty

The Mental Capacity Act 2005 provides a statutory framework for acting and making decisions on behalf of individuals who lack the mental capacity to do so themselves.

The Deprivation of Liberty Safeguards were introduced to provide a legal framework around the deprivation of liberty. The safeguards exist to provide suitable protection for those most vulnerable, who have (for their own safety and best interest) been accommodated under care and treatment regimes that may have the effect of depriving them of their liberty.

Dudley has a group of qualified and experienced Best Interest Assessors and Doctors who undertake this role for the local authority and the clinical commissioning group.

85 assessments were undertaken in 2012. 53 of those assessments concluded there was a deprivation of liberty and the remaining 32 did not conclude that a deprivation was occurring. (What actions were taken?)

In 2012 registered care and nursing homes had to recognise whether the care planning process they were adopting was likely to result in a deprivation of liberty and apply to the Deprivation of Liberty administrator for authorisation. If required, training and support to these commissioned services remains a

focus to ensure that Homes apply the Deprivation of Liberty safeguards in the correct circumstances and undertake the conditions set as a result of the deprivation.

Priority 6 - Quality & Performance

The two safeguard managers within Adult Social Care were supported by Management Information Team and Business support staff to improve the management of safeguard concerns in 2012.

In Learning Disability and Mental Health services the Team and Clinical Managers continue to bring their expertise to managing the safeguard process for people who use their service.

In 2012 there was one audit carried out to monitor performance and practice alongside an Adult Social Care audit which included 12 safeguard concerns. Each six months management information teams have also collated information on the number, types and timescales for safeguard referrals together with outcomes of those referrals.

As a response to these audits, staff training on mental capacity has been organised for 2013 to reinforce the importance of mental capacity within the safeguard arena. In 2012 risk assessments were also highlighted as an area of development.

Timescales for strategy meetings continue to fall outside of the procedural requirements but the audits indicate people are made safe if appropriate on receipt of the referral and mechanisms have been put in place to work to improve this recognising however, the number of referrals and the pressures upon existing workforce.

The auditors felt however there was good evidence of proactive multi disciplinary working, that the victim had been involved in the process and advised about the outcomes.

- **Data Information**

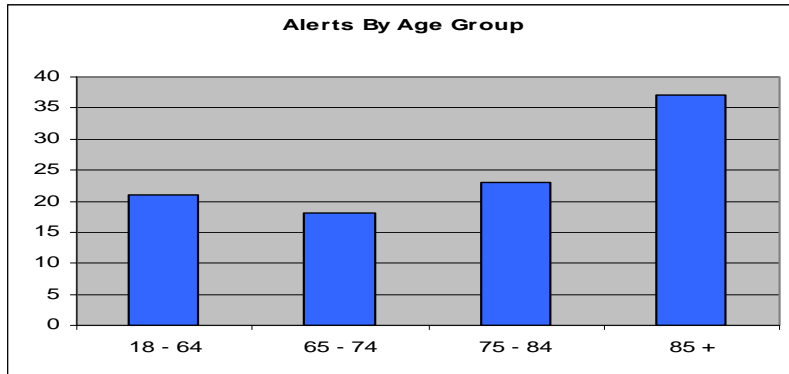
Alerts

In July 2012 an alert system was introduced whereby other agencies inform the local authority of a possible safeguard concern and the local authority staff undertake some initial information gathering to decide whether the safeguard process should be initiated and a safeguard referral raised.

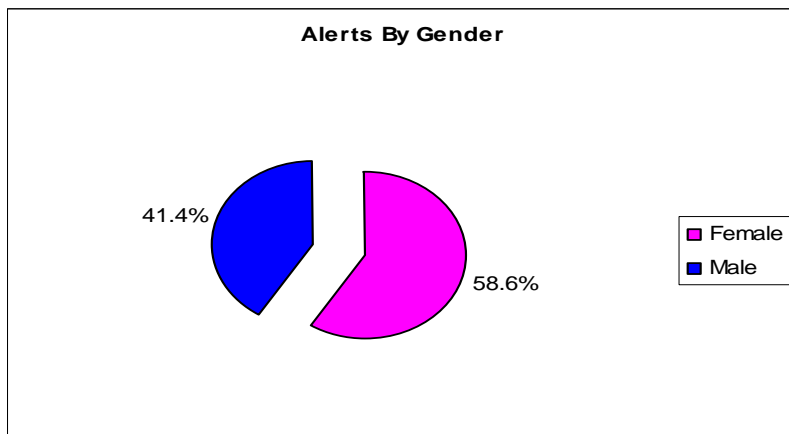
The number of cases which stopped at alert and did not progress was 99 and this is not a full year figure as this was only introduced in July 2012.

2012			
Age Group	Female	Male	Total
18 - 64	13	8	21
65 - 74	10	8	18

75 - 84	12	11	23
85 +	23	14	37
Total	99		



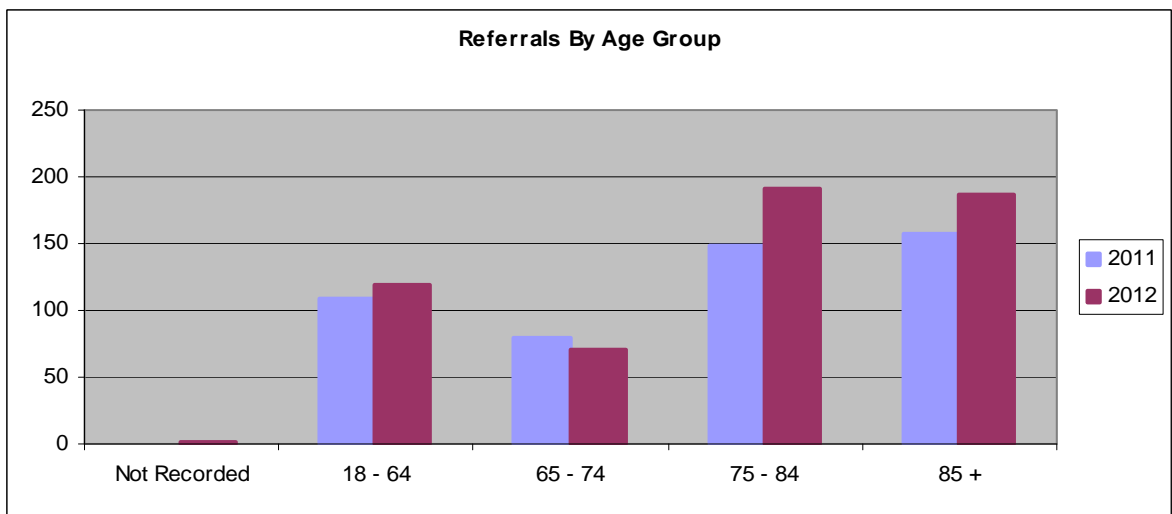
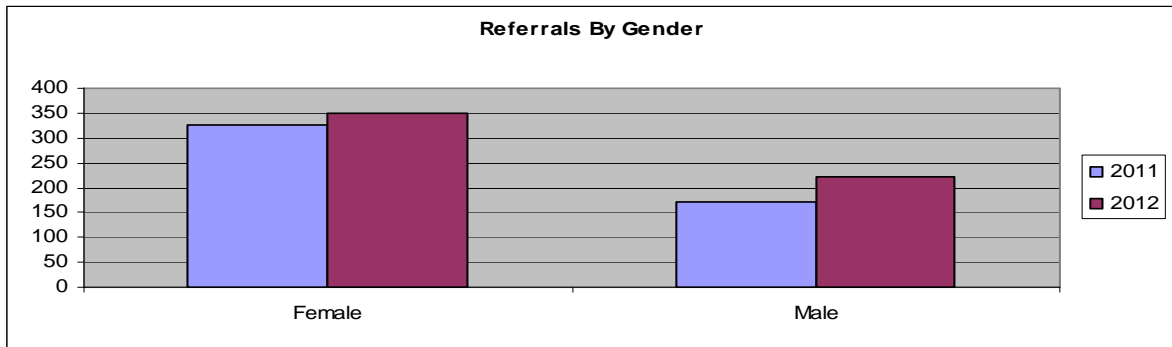
This is encouraging as the 85 + age group has always historically been the highest group for referrals and demonstrates people are aware of the vulnerability of this group and are raising alerts.



Referrals

2011			
Age Group	Female	Male	Total
Not Recorded	0	0	0
18 - 64	53	56	109
65 - 74	50	30	80
75 - 84	97	52	149
85 +	125	32	157
Total	495		

2012			
Age Group	Female	Male	Total
Not Recorded	0	1	1
18 - 64	59	60	119
65 - 74	45	26	71
75 - 84	114	77	191
85 +	130	57	187
Total	568		

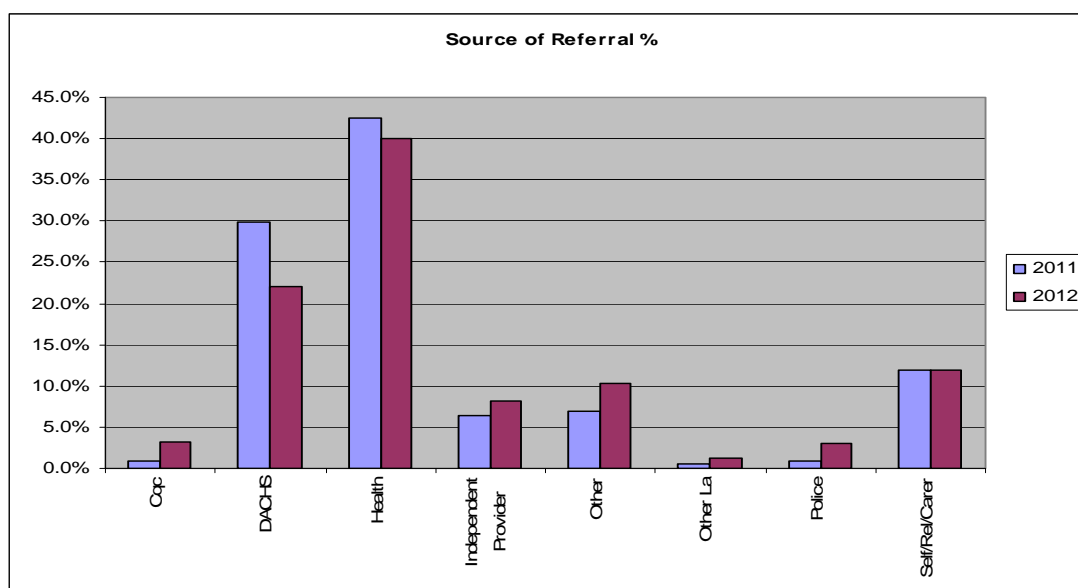


The number of referrals (excluding Alerts) has increased from 495 during 2011 to 568 during 2012, this equates to a 14.7% increase.

The majority of this increase can be seen in the number of referrals for males increasing from 170 during 2011 to 221 during 2012, an increase of 51 referrals, with the increase of referrals for females at 23 during the same period. This could suggest an acceptance that safeguarding applies to, and is reported more readily, for males as well as for females which may be as a result of promotion of this issue locally and nationally. The questionnaire organised for 2013 will explore this further with male victims.

The highest increase of referrals for males can be seen in both the 75-84 and 85+ age groups when an increase of 25 referrals within both cohorts.

Referrals Source



The source of referrals during 2012 compared with during 2011 shows very similar proportions, with the most noticeable reduction within the DACHS source however, numbers here are very small with only 7 referrals less during 2012 than 2011 within this cohort.

An increase in the number of referrals from CQC, the Police and Independent Providers may be due to the increased liaison with these groups in 2012 to strengthen joint working around the implementation of the safeguard procedures.

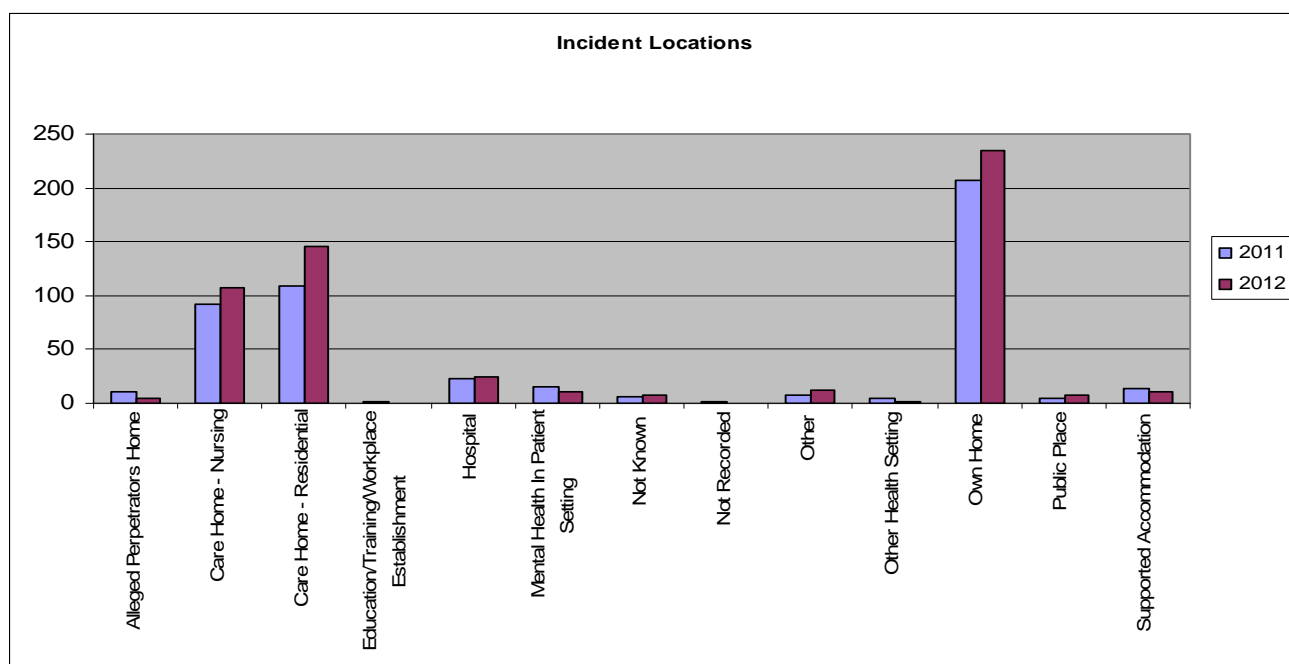
Abuse Categories for Referrals During 2011 and 2012

Victim Abuse Category	2011	2012
Discrimination	5	4
Emotional/Psychological Abuse	96	141
Financial/Material Abuse	95	105
Institutional Abuse	17	40
Neglect - Medication	0	1
Neglect - Pressure Sore	0	15
Neglect and Acts of Omission	215	251
Physical Abuse	164	174
Physical Abuse - Domestic	0	10
Sexual Abuse	30	23
Total	622	764

622 abuse categories have been recorded for 495 referrals in 2011 and 764 abuse categories for 568 referrals in 2012 suggesting that in both years more than 1 abuse category has been recorded for some referrals. Proportions

during each year are similar with the majority in both years being Neglect and Acts of Omission.

However, it is interesting to see the increase in emotional/psychological abuse, neglect and acts of omission – The Safeguard Training has reinforced these complex safeguard categories and may indicate people’s willingness to label concerns which they did not do previously.



These statistics give credence to the work undertaken with commissioning, the CCG and CQC to monitor care and nursing homes.

This also reinforces the value of the work with West Midlands Care Association to deliver training to commissioned services concerning pressure sore care, care planning and safer recruitment.

Investigation Decisions for Investigations Carried Out During 2011 and 2012

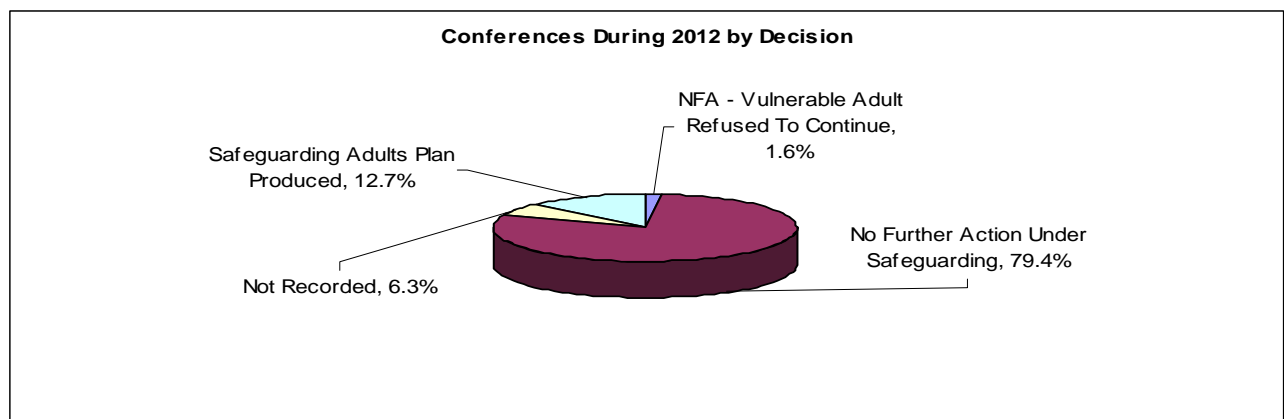
Investigation Decision	2011	%	2012	%
Not Recorded	1	0.6%	1	0.7%
Case Conference Required	88	51.8%	70	48.3%
Incorporated Into existing Investigation	8	4.7%	9	6.2%
NFA - Not Safeguarding Adults	61	35.9%	48	33.1%
NFA - Safeguarding Issues Resolved	0	0.0%	15	10.3%
NFA - Vulnerable Adult Refused to Proceed	12	7.1%	2	1.4%
Total	170	100.0%	145	100.0%

Of the 495 referrals during 2011, 170 progressed to investigation which equates to 34.3%; of these half required a conference (51.8%). As would be expected with the introduction of recording alerts, the number of investigations has reduced during 2012 with the majority of these also requiring a conference to take place (48.3%). This implies that the appropriate cases are reaching the investigation and case conference stage.

Conferences Completed During 2011 and 2012

Conference Decision	2011	%	2012	%
NFA - Vulnerable Adult Refused To Continue	2	2.3%	1	1.6%
No Further Action Under Safeguarding	61	70.9%	50	79.4%
Not Recorded	3	3.5%	4	6.3%
Safeguarding Adults Plan Produced	20	23.3%	8	12.7%
Total	86	100.0%	63	100.0%

During 2011 of the 88 investigations requiring a conference, 86 were recorded, with the majority (70.9%) of these with a decision of No Further Action Under Safeguarding. During 2012 of the 70 investigations requiring a conference, 63 were recorded with the majority (79.4%) also being recorded with a decision of No Further Action Under Safeguarding. Conferences may have been held in January 2013 and fall outside the data remits.



Conference Outcomes for Clients During 2011 and 2012

Conference Outcome	2011	2012
Client - Advocacy	1	1
Client - Application to Change Appointeeship	1	0
Client - Community Care Assessment and Services	7	10
Client - Counselling Support	0	1
Client - Guardianship/Use of Mental Health Act	1	0
Client - Increased Monitoring	13	15
Client - Moved to Increased/Different Care	8	4
Client - No Further Action	29	17
Client - Other	1	2
Client - Referral to Advocacy Scheme	0	1
Client - Referral to Counselling/Training	2	0
Client - Restriction/Management of Access to Alleged Perpetrator	4	2
Client - Unable To Consent To Acceptance Of Protection Plan	5	0
Client - Vulnerable Adult removed from Property or Service	1	0
Client - Yes Acceptance Of Protection Plan	3	5

Substantiated Incidents during 2011 and 2012

Substantiated Incidents	2011	%	2012	%
Substantiated - Fully	40	63.5%	60	62.5%
Substantiated - Partially	23	36.5%	36	37.5%
Total	63	100.0%	96	100.0%

Of the 495 referrals recorded in 2011, 63 were substantiated which equates to 12.7%, compared with 96 of the 568 referrals in 2012 which is 16.9%. This suggests that it is beginning to show that by undertaking that initial screening at Alert point fewer safeguarding referrals are recorded and progressing which are actually Alerts. This fact should be evidenced much more during 2013. This ensures that the victim is not subject to a process where other processes may be more appropriate such as staff training, HR and disciplinary processes.

In October 2012 a report was compiled for the Safeguard Board on the outcomes from the experience of a further ten victims of abuse.

The report demonstrated an improvement in the safeguard process outcomes for victims in comparison to the same data collected in 2011. Victims felt listened to, felt they understood the process and were given choices about the outcome they wished to achieve.

The report in 2011 proposed a number of actions following the findings of that year.

These were to:

- Ensure that those using the service are aware of the different steps in the process, particularly the role of the Strategy meeting and Case Conference.
- Ensure that those using the service are aware that they do have a choice to proceed.

There is some evidence from this year's findings that this action has been successful.

The serious concerns that arose from Winterbourne led to a presentation to Board Members in 2012 by the Head of Learning Disabilities. In December 2012 Andrea Pope-Smith, Director of DACHS, consolidated this learning and gave focus for issues to be identified by the Safeguarding Board, the Health & Well-being Board and the Learning Disability Partnership Board.

The actions required of the board members arising from Winterbourne concerning assessment and treatment, commissioning and safeguarding links, restraints and controls were added to the 2013 business plan within this report.

Priorities for 2013

At an away day in September 2012, the safeguarding Board members indicated that the focus and direction for the Board should be updated to reflect safeguarding national initiatives within its 2013 – 2014 business plan. The following priorities were agreed:

1. Board members to assure the Board that their agencies are partners in safeguarding and understand the safeguarding process and the issues it raises for its workforce and Dudley residents.
2. The experience of victims of abuse influences the work of the Board.
3. Promotion of the adult safeguarding agenda through partnership working.
4. To improve the consistency and quality of inter-agency adult safeguarding practice.

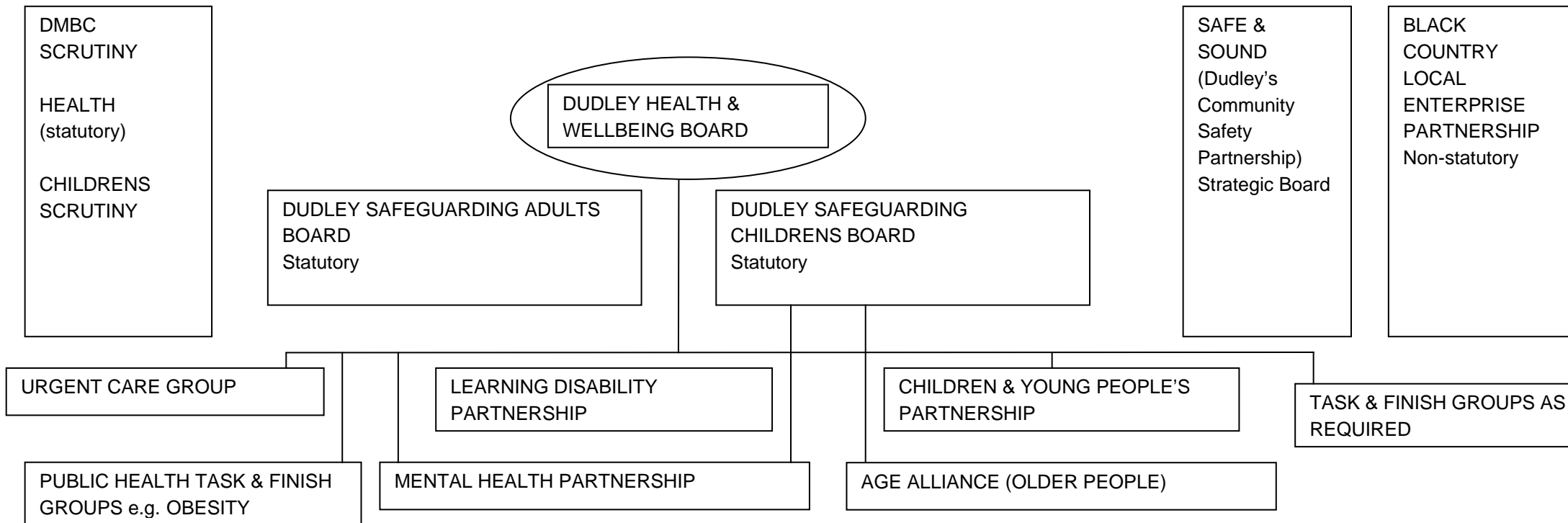
Following the work undertaken in 2012 regarding Winterbourne the business plan has also been updated to reflect the work plan for the Board in 2013 - 2014. The business plan 2013 – 2014 is attached Appendix 2

Appendix 1

Dudley Safeguarding Adults Board – reporting structure

The diagram and table set out reporting arrangements for the Dudley Safeguarding Adults Board. The Board reports once a year to other Boards, Partnerships and Committees. Reporting is based on the Annual report published in May. The table indicates the key contact to whom the reports are sent and the DSAB members, chief officers and other senior managers who will be in attendance.

Reporting and Partnership environment in Dudley:



Reporting Arrangements for Safeguarding Board Annual Report.

Board members take responsibility for reporting back to their own Agencies or other relevant meetings as follows:

All reports will be presented in May /June

MEETING	CONTACT	ATTENDANCE
Health and Wellbeing Board	Aaron Sangian 01384 814757	Brendan Clifford
Health and Social Care Scrutiny Committee	Aaron Sangian 01384 814757	Brendan Clifford
Dudley Community Partnership	Dennis Hodson 01384 814756	Andrea Pope-Smith
Older Peoples Board	Savi Kaur 01384 815806	Brendan Clifford
Learning Disability Board	Savi Kaur 01384 815806	Brendan Clifford
Mental Health Board	Neil Bucktin 01384 32174	Matt Bowsher
Physical Disabilities Board	Savi Kaur 01384 815806	Brendan Clifford
Safe and Sound Partnership Board	Jill Dixson 01384 814735	Anne Harris/Brendan Clifford
Dudley Safeguarding Childrens Board	Suzanne Robinson 01384 814735	Anne Harris
Community Cohesion and Tension Monitoring Executive	Rosina Ottewell 01384 811563	Andrea Pope-Smith
CGG (PCT)	Jane Atkinson 01384 322156	Jane Atkinson
Dudley Group of Hospitals	Denise McMahon 01384 453170	Denise McMahon
Black Country Partnership Trust	Darinka Novak 01384 323065	Darinka Novak
Dudley & Walsall Mental Health PT	Suki Sidhu 01384 324502	Hassan Omar
Dudley LINK (Healthwatch)	Jayne Emery 01384 267410	Jayne Emery
Care Providers Liaison Meeting	Debbie Le Quesne 0845 4566785	Debbie Le Quesne

Appendix 2

Dudley Safeguarding Adult Board **Business Plan 2013-2014**

Prepared by: Anne Harris, Head of Adult Safeguarding
on behalf of Dudley Safeguard Adult Board



Business Plan 2013 – 2014

1. PRIORITY ONE:

Board members to assure the Board that their agencies are partners in Safeguarding and understand the safeguard process and the issues it raises for its workforce and Dudley residents.

	Key Actions	Outcomes Sought	Responsible Managers	Timescale	Impact/Outcome Measures
1.1	Each board member to accept and take responsibility for the governance arrangements of the board.	To ensure safeguard issues are disseminated within Partner Agency Organisations.	All Board Members	April 2014	<ul style="list-style-type: none"> Partner Agency Report to Board Multi-Agency Audits Feedback from Service Users Quality Assurance reports to be submitted to Board annually
1.2	Partners to ensure that information regarding the West Midlands Safeguard procedure is disseminated throughout their agency.	To ensure a consistent response to Adult Safeguarding throughout the borough.	All Board Members	April 2013	<ul style="list-style-type: none"> Partner Agency staff awareness of Safeguard Procedures confirmed through supervision, Training outcome Agency audits of Safeguard cases Agencies to sign up to new procedures at Launch
1.3	Partner Presentations to the Board regarding agency safeguarding initiatives to be organised throughout 2013.	Demonstration of multi-agency commitment to safeguarding Shared Good Practice	All Board Members	April 2014	<ul style="list-style-type: none"> Examples of impact of improvements on vulnerable adults well being Questionnaire to Service Users demonstrates improvements to service Included in meeting planner

1.4	The sub-group remit to be reviewed to ensure multi-agency input to the work of the Board	To improve multi-agency working in the Safeguard Agenda	All Board Members	April 2014	<ul style="list-style-type: none"> Work of the sub-group submitted to the board for scrutiny. Remit of each group to be presented to the Board
1.5	Partner agencies to recognise the training requirements of their staff and ensure that staff receive appropriate training commensurate to their post.	Partner Agency staff to develop and maintain skills to deal with safeguard issues, safer recruitment and knowledge of partner agency responses.	All Board Members	April 2014	No of training courses attended by staff presented to the Board.

2. PRIORITY TWO:

The experience of Victims of Abuse influences the work of the Board.

	Key Actions	Outcomes Sought	Responsible Managers	Timescale	Impact/Outcome Measures
2.1	Practice learning events and case studies to demonstrate the victim's story to Board members and partner agencies	The Victim's story improves safeguard practice.	Anne Harris Head of Safeguarding	December 2013	<ul style="list-style-type: none"> Questionnaire to service users demonstrate improvements Partner Agency audit outcomes DACHS audit outcomes
2.2	The Board receives information on serious case reviews at Board meeting throughout 2013	To learn lessons from National serious case reviews to improve practice across partner agencies	Anne Harris Head of Safeguarding	December 2013	<ul style="list-style-type: none"> Application of serious case review outcomes demonstrated in Partner Agency Reports to the Board and local initiatives. Research information brought to Board on at least two occasions during 13/14

2.3	Outcomes of interventions of those who have gone through a safeguard incident to be relayed to Board members to ensure that victims are central to the safeguard process	To demonstrate influence of the victims experience on Partner agency practice	All Board Members	April 2014	<ul style="list-style-type: none"> • Partner agency audits • Feedback from service users to agencies • Questionnaires to victims and their carers carried out throughout the year
2.4	Board Members demonstrate engagement of their agencies with people who use services as part of their safeguard role.	A multi-agency response to safeguarding confirmed	All Board members	December 2013	<ul style="list-style-type: none"> • Reports to the Safeguard Boards of Partner Agency initiatives included in Meeting Planner • Governance arrangements of Partner Agencies demonstrates Service User engagement

3. PRIORITY Three:

Promotion of the Adult Safeguard Agenda through Partnership working.

	Key Actions	Outcomes Sought	Responsible Managers	Timescale	Impact/Outcome Measures
3.1	To demonstrate that links are in place with Children's Services through Safer Recruitment Initiatives and Forced Marriage Training. To learn from inspection outcomes from both services.	Partnership working addressing common themes and issues for both services.	Anne Harris Head of Safeguarding Graham Tilby Head of Children's Safeguarding	April 2014	<ul style="list-style-type: none"> • Safer recruitment information shared at both Boards • Training for Forced Marriage for both Board members. • Case File Audits • Sharing of serious case review outcomes
3.2	To continue to link with the Community Safety Partnerships with regard to Hate	To promote Hate Crime, Substance misuse and Domestic	Anne Harris Head of Safeguarding	April 2014	<ul style="list-style-type: none"> • Number of referrals for Domestic Violence. • Case example of

	Crime, Substance misuse and Domestic Abuse.	Abuse within the Safeguard Agenda.	Sue Haywood DAAT Manager		
3.3	Adult Safeguard messages are actively promoted to the public. The Partnerships use their information and publicity strategy to communicate its work.	To ensure that members of the public are aware of the Adult Safeguarding Agenda and aware of Partners.	Marcomms and Work of Policy Implementation Sub-group	September 2013	<ul style="list-style-type: none"> Examples of initiatives from partner agencies to raise public awareness. Communications Strategy to Board
3.4	Plans and targets for Safeguarding adults are included in other strategies for Older People who use Mental Health and Learning Disability Services	To ensure that other strategies within Partner Agencies address safeguard concerns	Heads of Services	September 2013	<ul style="list-style-type: none"> To promote the Safeguard Agenda within the wider agencies within agencies Other strategies reported to Board

4. PRIORITY FOUR:

To improve consistency and Quality of Inter-Agency Adult Safeguard Practice

	Key Actions	Outcomes Sought	Responsible Managers	Timescale	Impact/Outcome Measures
4.1	The Board members to assure themselves that robust quality assurance arrangements and performance management strategies are in place for safeguarding.	Improved Quality of Adult Protection Practice across key partners	All Board members	December 2013	<ul style="list-style-type: none"> Partner agency audits reported to the Board. Questionnaire to service users demonstrate practice improvements.
4.2	Data is collected on the number/quality of referrals/investigations/protection plans and outcomes with interpretation of trends.	Data scrutinised and analysed to inform practice improvements	Anne Harris	December 2013	<ul style="list-style-type: none"> Data set analysed by Quality and Performance Sub-Group and trends presented to the board.
4.3	All agencies of the Board to audit recording against current individual agency practice.	Performance Management across partner agencies is	All Board members	December 2013	<ul style="list-style-type: none"> Partner Agency Reports to the Board throughout 2013

	standards to ensure the totality of the work with any individual is recorded	Strengthened to ensure that vulnerable adults within Dudley arte managed appropriately.			On meeting planner
4.4	Procedures for the management and collation of repeat referrals/contacts relating to individual vulnerable adults should be developed and implemented.	The outcome of the Winterbourne review demonstrated the importance of analysis of repeat referrals for Safeguard Board.	Anne Harris	September 2013	<ul style="list-style-type: none"> Data set developed to look at repeat referrals and significance for Safeguarding Agenda.

Priority Five: Local response to the Winterbourne View Reports

Action plan for the response to Winterbourne View reports in the Dudley Area

	Key Actions	Outcomes Sought	Responsible Managers	Timescale	Impact/Outcome Measures
5.01	Formal consideration of Winterbourne View reports	Overview of circumstances and impact on local practices considered	Board Members	Immediate	Impact -Awareness of circumstances Measures -Considered at Away Day (Sept 2012) Presentation by HofS LD Joint seminar with LDPB, health and wellbeing boards, presentation by DACHS Director and workshop
5.02	Agreed protocol for regular reporting to Board on follow up actions	Planned follow-up for relevant actions	Board Members	May 2013	Impact – visible relevant action taken Measures – report to Board on specific areas in May Follow up actions agreed by May and further action timescales to be negotiated by July 2013

	ASSESEMNT AND TREATMENT				
5.03	Identify patterns of safeguarding issues linked to assessment and treatment units	Key trends identified, response actions agreed	Darinka Novak Debbie Cooper	Aug 2013	Impact – focus on assessment and treatment units Measures – report to Board May 2013. Follow up agreed by Aug 2013
5.04	Involve people with LD and family carers in safeguarding process to consider and address their desired outcomes and concerns	Present involvements identified, improvements outlined and actions agreed	Darinka Novak With Anne Parkes	Aug 2013	Impact – Board aware of present actions and improvements Measures – report to Board May 2013, recommendations considered and actions agreed by Aug 2013
	Key Actions	Outcomes Sought	Responsible Managers	Timescale	Impact/Outcome Measures
5.05	Identify trends, and methods to monitor, investigate and respond.	Methods of monitoring, investigating and reviewing proposed and agreed	Darinka Novak Debbie Cooper	Aug 2013	Impact – Board aware of how trends are monitored/investigated. Measures, report to Board in May, recommendations considered and actions agreed by Aug 2013. Review to be provided by Aug 2014.
5.06	Information sharing and response partnership with CQC	Information sharing and response protocol with CQC agreed and published	Anne Harris	Aug 2013	Impact – Board members using of protocol Measure – protocol presented to Board, published on Safeguarding web site, and linked to procedures.

5.07	Assurance of quality and safety of Assessment and Treatment units that take into account the views of the service users, their families, professionals and other visitors.	Present practice identified, considered at Board and actions agreed	Darinka Novak Debbie Cooper	Aug 2013	Impact – partners consider practice of main providers, improvements discussed and actioned Measures – report to Board May 2013, actions agreed and implementation plan brought to Board by Aug 2013.
5.08	Method of identifying competences required and achieved by staff in Treatment and Assessment units	Competencies identified, training recommendations produced, reporting intervals for Board agreed	Darinka Novak Debbie Cooper	Aug 2013	Impact - Board assured on competences of staff Measures – report to Board May 2013, actions agreed and implementation plan produced by Aug 2013
5.09	Available means and resources to follow up concerns about units.	Resources required identified, establish appropriate response protocol	Darinka Novak Debbie Cooper	Aug 2013	Impact – Board aware of follow up processes and providers clear on action required. Measures – report to Board May 2013, protocol agreed by Aug 2013
5.10	Monitoring and responses to issues relating to Learning Disability Services	Identify range of issues applicable to LDS, monitoring and response methods described	Brendan Clifford Anne Harris With Ann Parkes	May 2013	Impact – Partners aware of issues and monitoring. Measure – report to Board in May
	Key Actions	Outcomes Sought	Responsible Managers	Timescale	Impact/Outcome Measures
	COMMISSIONING AND SAFEGUARDING				
5.11	Issues from contract monitoring inspections and client reviews collated and linked to safeguarding referrals, patterns reported to	Identify process to link inspections and reviews to safeguarding referrals. Patterns	Anne Harris	May 2013	Impact – assurance on links between commissioning and safeguarding. Continuing

	the Safeguarding Board	to be reported to the Board			reports to board to identify trends Measures – report to Board in May, link to data analysis process
5.12	Commissioners of services for learning disabilities and autism, mental health problems or behaviours described as challenging to assure Board that these are properly monitored	Identify links to commissioning of services and monitoring	Anne Harris	May 2013	Impact – Board aware of monitoring process Measures – report to Board in May, link to data analysis process
5.13	Independent Advocacy providers identify and report key issues/trends in safeguarding to Safeguarding Adults Board	Establish feed back from Advocacy providers	Anne Harris Matt Bowsher	Aug 2013	Impact – adds to review process/information Measures – report to Board in May, link to data analysis process
5.14	Links/accountability of the Board with the Health and Well Being Board	Identify links and reporting processes with Health and Wellbeing Board	Brendan Clifford	May 2013	Impact – Board aware of formal links with health and Wellbeing Board Measure – report to Board in May, added to annual report
	RESTRAINTS AND CONTROLS				
5.15	Methods of restraint being used in local services and how these are recorded and identified in the context of safeguarding referrals. Is this reported to the Safeguarding Board?	Identify methods of restraint in use and recording within safeguarding referrals	Martin Hurcomb	May 2013	Impact – Board aware of methods and to consider reporting protocol Measure – report to Board May 2013
5.16	Is the use of the Mental Health Act and its application in these complex cases monitoring and trends identified and reported to the Board?	Inform Board of use of mental health Act and trends. Board to consider frequency required for feedback	Hassan Omar Darinka Novak	Aug 2013	Impact – Board aware of use of Mental Health Act Measure - report to Board in May, further actions agreed by Aug 2013

	Key Actions	Outcomes Sought	Responsible Managers	Timescale	Impact/Outcome Measures
5.17	Are the Deprivation of Liberty Safeguards being applied appropriately across Learning Disabilities and Mental Health Services, and regularly reported to the Safeguarding Board?	Board regularly updated on DoLS	Anne Harris	May 2013	Impact - Board aware of appropriateness of DoLS applications. Measure – report to Board in May, link to data analysis process.

Appendix 3

Adult Safeguarding Training– March 2013 – March 2014

Course title	Target Audience	Duration	Dates	Delivery	Course aims	Competencies (see separate document)
Abuse Awareness	Everyone	E learning	Availability to be confirmed	In house/ SCIE	Learners become competent and confident in recognising abuse & neglect and in reporting their concerns	1, 2, 3, 4, 5,
Preventing abuse	Care and support workers (new in post)	½ day	Availability to be confirmed	In house	Learners are encouraged to work in ways that reduce the risk of abuse whilst knowing the correct procedure to follow when abuse is identified.	1, 2, 3, 4, 5
Practice Issues	Provider managers	1 day (x3) ½ day (x4)	7/3/13 22/3/13 28/3/13 23/5/13 (am) 24/7/13 (pm) 23/10/13 (pm) 11/12/13 (am)	In house	Learners become competent and confident in dealing with disclosure or concerns of abuse, in accordance with government policy, guidance & legislation and local policy & procedures	1, 2, 3, 4, 5, 6, 7, 8, 10, 11
Managing Safer Services	Provider managers	2 x ½ days (x4)	12/6 & 3/7 (pm) 10/9 & 1/10 (pm) 6/11 & 27/11 (am) 23/1 & 13/2/14	In house	Learners are supported to ensure that the risk of abuse and neglect to the people who use their service is minimised.	1, 2, 3, 4, 5, 6, 7, 8, 10, 11

Course title	Target Audience	Duration	Dates	Delivery	Course aims	Competencies (see separate document)
			(am)			
Who's after your money	Staff working with people who live independently	½ day	14.3.13 (am) 30.4.13 (pm) 19.6.13 (pm) Further dates TBC	In house (with trading standards)	Learners are empowered to help prevent adults at risk from becoming victims of doorstep crime and other scams	2, 3, 4, 5, 6, 8, 10
Practice Learning Events	Social workers and relevant agencies	2 hrs (x4)	26/4/13 (am) Further dates TBC	In house	Further develop their own safeguarding practise as a result of personal & shared reflection and facilitated discussion, in relation to a specific local safeguarding incident which resulted in positive outcomes	5, 6, 7, 8, 10, 13, 14
"Prevent" workshops	Multi-agency staff working with young adults	2 hrs (x4)	20/4/13 (am) 10/6/13 (pm) 6/9/13 (am) 12/11/13 (pm)	Police	Learners will know how to recognise the initial signs of individuals vulnerable to radicalisation as well as those who radicalise. It will provide a better understanding of <i>Prevent</i> , reporting procedures and multi-agency counter-terrorism arrangements	2, 5, 8, 10, 13

Course title	Target Audience	Duration	Dates	Delivery	Course aims	Competencies (see separate document)
Safeguarding Adults – Interface with the MCA	Social workers	1 day (x5)	15/3/2013 25/4/13 14/5/13 9/10/13 12/2/14	External consultant	To assist learners in effectively applying the key principles of the Mental Capacity Act within the safeguarding adults process.	5, 7, 8, 10
Safeguarding Adults – Overview of Adult Safeguarding Legislation	Adult Safeguarding Board members	½ day (x1)	7/6/13 (am)	External consultant	For delegates to develop an overview of the legislation, policy & new developments that govern safeguarding adults directives and understanding how they link to safeguarding adults practices	5, 7, 8, 10, 14, 17, 19
Safeguarding Adults – The Law in Relation to Safeguarding Adults (Including the MCA)	Operational Board members, TM's and ATM's	1 day (x1)	11/9/13	External consultant	To further develop delegates knowledge of the legislative and policy framework and apply this knowledge to safeguarding adult practice	5, 7, 8, 10, 15
Safeguarding Adults – The MCA & DoLS for Managing Authorities	Managers of Nursing and residential homes	½ day (x3)	24/4/13 (1.30pm) 10/9/13 (1.30pm) 23/1/14 (1.30pm)	External consultant	For delegates to gain a clear overview of the main aspects of Deprivation of Liberty Safeguards linking it to MCA principles	5, 10

Course title	Target Audience	Duration	Dates	Delivery	Course aims	Competencies (see separate document)
Safeguarding Adults - Investigative Skills	Social workers	1 day (x2)	6/6/13 19/11/13	External consultant	For delegates to have a clear understanding of their roles and responsibilities within the safeguarding adult assessment/interview process. For delegates to fine tune their interview skills in relation to 'Achieving Best Evidence' approaches and interview techniques	6, 8, 9, 11, 12
Impact of Sexual Abuse	Staff working with families affected by sexual abuse	2 days (x4)	18 & 19 4/13 5 & 6 6/13 23 & 24 10/13 26 & 27 10/14	DCSB	Raise awareness of the impact of child sexual abuse upon child victims, adult survivors, non abusive parents and the wider community	2, 5, 8, 10,
New technologies and child sexual abuse	Staff working with adults who use the internet	1 day (x4)	13/6/13 2/10/13 31/1/14 8/4/14	DCSB	Raise awareness of risk, increase familiarity of behaviours in the "virtual" world and explore the impact.	2, 5, 8, 10
Domestic abuse basic awareness	Staff working with domestic violence	½ day (x4)	11/6/13 12/9/13 9/12/13 27/3/14	DCSB	Awareness of what constitutes domestic abuse & responses to adults experiencing domestic	2, 3, 4, 5, 8, 10

Course title	Target Audience	Duration	Dates	Delivery	Course aims	Competencies (see separate document)
					abuse as well as child protection issues.	
Emotional abuse and neglect	Staff working with victims of emotional abuse & neglect	2 days (x2)	1 & 2 7/13 10 & 11 12/13	DCSB	Awareness of what constitutes emotional abuse & neglect and likely impact on children and parenting capacity	5, 8, 10, 11
Forced Marriage	Staff working with children and young adults	½ day (x3)	8/5/13 20/9/13 11/11/13	DCSB	Awareness of indicators and key warning signs relating to Forced Marriage and Honour Based Violence and how to report concerns	2,5,8,10,13
Parental substance and alcohol misuse	Staff working with parents/carers who have problematic drug/alcohol misuse issues	1 day (x3)	2/5/13 19/9/13 15/1/14	DCSB	Learn about assessment of parental drug/alcohol misuse and thresholds of concern. Explore the impact of problematic drug/alcohol use by parents on their children	2, 5, 8, 10, 13
Working with parents with learning disabilities/difficulties	Staff working with parents with learning disabilities or difficulties	1 day (x4)	22/5/13 21/10/13 17/1/14 13/3/14	DCSB	Identify the support available to parents who has learning disabilities or difficulties	2, 5, 8, 10, 13
Safer Recruitment	Managers and HR staff working in social care	1 day (x5)	29/4/13 4/7/13 22/10/13 22/1/14	DCSB	Awareness of how safer recruitment fits within the context of safeguarding. Positive selection practices	1, 4, 5, 11

Course title	Target Audience	Duration	Dates	Delivery	Course aims	Competencies (see separate document)
			29/4/14		& rejecting unsuitable applicants	